

Minutes of the meeting of the Human Resources Committee of the Board of Directors of the Cook County Health and Hospitals System held Friday, September 13, 2013 at the hour of 9:30 A.M. at 1900 W. Polk Street, in the Second Floor Conference Room, Chicago, Illinois.

I. Attendance/Call to Order

Chairman Wiese called the meeting to order.

Present: Chairman Dorene P. Wiese, EdD and Director Carmen Velasquez (2)

Board Chairman David Carvalho (ex-officio) and Directors Ada Mary Gugenheim and M. Hill Hammock

Absent: Director Jorge Ramirez (1)

Additional attendees and/or presenters were:

Kevin Frey – Senior Labor and Employment Counsel

Randolph Johnston – System Associate General Counsel

Gladys Lopez – Chief of Human Resources

Paris Partee – Director of Human Resources – Inpatient Services

Ram Raju, MD, MBA, FACS, FACHE – Chief Executive Officer

Elizabeth Reidy – System General Counsel

Deborah Santana – Secretary to the Board

Eula Sisco – Director of Human Resources – Outpatient Services

II. Public Speakers

Chairman Wiese asked the Secretary to call upon the registered speakers.

The Secretary called upon the following registered public speakers:

1. George Blakemore Concerned Citizen

III. **Report from Chief of Human Resources (Attachment #1)

Gladys Lopez, Chief of Human Resources, presented her report, which included information on the following subjects: 2013 Fiscal Year Vacancies Filled; Human Resources Operations – Inpatient and Outpatient Services; and Labor Relations. The Committee reviewed and discussed the information.

The following individuals reviewed the information regarding Human Resources Operations for Inpatient and Outpatient Services: Paris Partee, Director of Human Resources – Inpatient Services; and Eula Sisco, Director of Human Resources – Outpatient Services. Kevin Frey, Senior Labor and Employment Counsel, reviewed the information provided regarding Labor Relations.

During the discussion of the information on the vacancies filled, Director Velasquez requested that the Committee be provided with an organizational chart for all System employees¹. Additionally, she requested information reflecting the breakdown of ethnicity and race of System employees, by category (administration, professionals, support staff, etc.)². With regard to the requests for information, Board Chairman Carvalho added a further request – he stated that it is important to include information on the current staff and the staff in place in 2008. For example, in 2008, the System had zero staff in Corporate Compliance and Internal Audit – when staff was added to those departments, those positions may look like administrative additions, but they are essential when viewed in context.

IV. Action Items

A. Minutes of the Human Resources Committee Meeting of August 16, 2013

Director Velasquez, seconded by Chairman Wiese, moved to accept the minutes of the meeting of the Human Resources Committee of August 16, 2013. THE MOTION CARRIED UNANIMOUSLY.

B. Any items listed under Sections IV and V

V. Closed Session Items

- A. Discussion of personnel matters
- B. Update on labor negotiations
- C. Discussion of litigation matters
- D. **Report from Chief of Human Resources

The Committee did not recess the regular session and convene in closed session.

VI. Adjourn

As the agenda was exhausted, Chairman Wiese declared the meeting ADJOURNED.

Respectfully submitted,
Human Resources Committee of the
Board of Directors of the
Cook County Health and Hospitals System

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Dorene P. Wiese, EdD, Chairman

Attest:

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Deborah Santana, Secretary

¹ Follow-up: request for organizational chart for all System employees. Page 1.

² Follow-up: request for information reflecting the breakdown of ethnicity and race of System employees, by category (administration, professionals, support staff, etc.) Information is to include information on the current staff and the staff in place in 2008. Page 1.

Cook County Health and Hospitals System
Human Resources Committee Meeting Minutes
September 13, 2013

ATTACHMENT #1



Human Resources Committee Meeting

September 13, 2013

2013 Fiscal Year Vacancies Filled (breakdown by Hiring Initiative)

- A total of 541 vacancies filled through September 9, 2013
 - 128 Cermak
 - 87 Joint Commission
 - 71 Other (Includes 17 Direct Appointments)
 - 132 PJC
 - 133 Waiver

For comparison purposes, we filled 346 vacancies in Calendar Year 2012

CCHHS Career Fair

- Friday, September 6th
- Turnout exceeded our expectations
 - More than 600 candidates were on site
 - More than 200 RN candidates
 - Thank you email will be sent to everyone encouraging candidates to create a profile in Taleo; will include a “How To” Guide
 - Email blasts will be sent when positions are posted

Career Fair Acknowledgements

NURSING

- Tanda Russell
- Antoinette Williams
- Cindy Przislicki
- Rhada Nair
- Rosemarie Tamba
- Sharon Thomas
- Idowu Fapohuma
- Zina Jones
- June Gerdes
- Sheryl Scarlett
- Tedra Davis
- Andrea Alonzo

PHARMACY

- CaTanya Norwood
- Les Kazmierczak
- Denise Davis
- Lorna Pryor

CODING

- Natasha Lafayette-Jones

MENTAL HEALTH SPECIALIST

- Dr. David Gomez

Career Fair Acknowledgements

IT

- Donna Hart
- Darnell Marsh
- Clifton Davis
- Brian Alston
- Victor Monroe
- Nate Allen
- Marlon Burns

FOOD SERVICES

LAB

- Joanne Dulski

FINANCE

- Ronald Russell

HR

- The Recruiting Team

ADMINISTRATION

- Tony Rajkumar

THANK YOU to EVERYONE

who assisted, participated and supported the Career Fair.

- First session was held on September 12th
- 14 (of the 15) participants were in attendance
 - 1 participant was on vacation
- The participants were excited, enthusiastic and engaged. They were also very appreciative of the opportunity

- A significant amount of energy, effort, time and resources went into preparing the program and planning the sessions.
- Want to acknowledge and again thank:
 - Civic Consulting Alliance
 - Shruti Jayaraman
 - Asheley Van Ness
 - Strategic Talent Solutions
 - Sarah Rusakiewicz
 - Elizabeth Howard
 - Mary Jane Brown

- Want to acknowledge and again thank:
 - The Participants for their willingness and commitment
 - The Supervisors of the Participants for their support and commitment
 - The Steering Committee
 - Antoinette Williams
 - Kathi Braswell
 - Dorothy Richardson
 - Dr. Jeff Schaider
 - Roz Turner



CCHHS Human Resources – Operations In-Patient Services

**Paris I. Partee
Director, Human Resources**

In-Patient Services is currently staffed with eight (8) employees who serve a customer population of 3,000+ employees and 350+ Volunteers and Contractors.

The staff includes:

LaKeisha Freeman, Sr. HR Coordinator, Cermak

Charles Sheppard, Sr HR Coordinator, Stroger

Ramona Foster-Hernandez, Receptionist, Provident

Sandra Hernandez, HR Specialist

Jasmaine Ison, HR Specialist

Kamini Patel, HR Specialist

Ermis Maldonado, Receptionist, Stroger

In-Patient Services supported by HR includes:

- Stroger Hospital
- Provident Hospital
- Cermak Health Services

IN ADDITION TO THESE FACILITIES, WE ARE RESPONSIBLE FOR PROCESSING ALL NON-EMPLOYEE PERSONNEL:

- CONSULTANTS
- CONTRACTORS
- ROTATING RESIDENTS
- STUDENTS

THAT ARE LOCATED ON THE STROGER AND PROVIDENT CAMPUSES.

CURRENT PROJECTS

- **FILE TRANSFER**

In conjunction with Out-Patient Services, the department is embarking on a major file transfer project which will enable each campus of the In-Patient and Out-Patient structure to have access to the personnel files of the customers they serve. This will allow each campus to provide excellent customer service to the employees that are located at their immediate sites and near-by hubs.

JOINT COMMISSION

The Human Resources mantra is to live Joint Commission Standards every day. To that end the Stroger & Provident HR Departments are in the process of reviewing all personnel files to ensure that they meet the seven HR standards:

- The hospital defines staff qualifications.
- The hospital verifies staff qualifications.
- The hospital determines how staff functions within the organization.
- The hospital orientation to staff.
- Staff Participates in ongoing education and training.
- Staff is competent to perform their responsibilities.

JOINT COMMISSION Cont'd

This process is particularly important to the Provident Campus as we are currently in the 18 month window of the next survey. Meetings have been held with the Leadership staff to inform them of the information the Human Resources Department will be requesting over the next couple of months and the Chapter Teams have been developed. Ongoing reminders will be sent to Leadership to update them on the progress that is being made and areas of weakness. Based on the last survey results it is anticipated that we will be successful in this endeavor.

OPEN ENROLLMENT

The Open Enrollment for the 2014 benefits year will be held October 1-21, 2013 and will be at CCHHS on the following dates:

- Stroger Campus – October 9th
- Provident Campus – October 17th
- Cermak Health Services*
- Juvenile Detention Center – October 10th

* Department of Risk Management will not be hosting Open Enrollment at Cermak this year however information will be shared with the staff via the Human Resources office located at Cermak.

These are just a few of the projects that are being worked on and does not include the day-to-day activities and interactions with the staff.



CCHHS Human Resources – Operations Out-Patient Services

Eula D. Sisco
Director, Human Resources

We support CCHHS' Out-patient services and Cook County Department of Public Health (CCDPH).

There are a total of 28 clinics, and an estimated employee count of 3,000. We have grouped our support of the clinics in two clusters – North and South.

Staffing and Recruitment:

We are excited about the growth of out-patient, preparation for the inception of the Affordable Care Act and the increase of staffing throughout CCHHS.

The HR team that supports out-patient services includes:

Monica Horton-Harris, Sr HR Coordinator – South
Antoinette Middleton, Sr HR Coordinator - North
Leticia Williams, Receptionist

We are recruiting for additional positions:

- Human Resources Specialist. This position will be assigned to HR Out-patient Services South, and will work out of the OFHC HR office.
- Human Resources Assistant. This position will be assigned to HR Out-patient Services North, and will work out of the JHSH HR office.

The main office of Out-patient Services is located on the OFHC campus, and includes the offices of the Out-patient Services South cluster. Out-patient Services – North is based out of JHSH Human Resources.

Each Sr. HR Coordinator provides services to a minimum of 14 clinics, and they travel to the clinics to provide face-to-face human resources support to our ACHN clients.

Clinic Assignment Breakdown:

North Cluster – Antoinette Middleton:

- Austin Health Center
- Cicero Health Center
 - Fantus Health Center
 - Logan Square Health Center
 - Dr. Jorge Prieto Health Center
 - Specialty Care Center
 - Vista Health Center
 - Morton East Adolescent Health Center
 - Children's Advocacy Center
 - Cook County Department of Public Health
 - North District Office
 - West District Office
 - Palatine Opportunity Center (located inside Vista Health Center)
 - Maywood WIC Office
 - Forest Park
 - Des Plaines

Total: 16 Sites

South Cluster – Monica Horton-Harris:

- Englewood Health Center
- Cottage Grove Health Center
 - Near South Health Center
 - Oak Forest Specialty Health Center
 - Robbins Health Center
 - John H. Sengstacke Health Center
 - Woodlawn Health Center
 - Woody Winston Health Center
 - Cook County Department of Public Health
 - Southwest District Office
 - South District Office
 - Oak Forest Campus
 - Hanover Park WIC Office
 - Bridgeview (Courthouse)
 - Markham (Courthouse)

Total: 14 Sites

Clinic Visits

As of August 19, 2013, the Sr. HR Coordinators assigned to the North and South clinic clusters began visiting clinics to introduce themselves, and armed with laptops, began the process of providing human resource support to our employees and clinic leaders.

These visits will not remove the need for employees to visit the affiliates (Stroger, Provident and Oak Forest), but will reduce the need for our employees to travel to an affiliate.

Our visits will establish a better relationship with employees and Human Resources, and provide much needed support to our employees at remote sites during times that work best for them – not just between 8 am and 4 pm.

There are introductory and return visits scheduled over the next few months.

Efforts are being made to schedule at least one visit to each of the 30 clinics before the end of October. The goal is to have the Sr. HR Coordinators conduct a full array of human resources services, including, but not limited to, consultation with employees and management and address concerns around FMLA and medical leaves, pay rate issues, and address changes.

For those clinics already visited, the response has been positive!

Calendar of Clinic Visits

September thru October (2013)

- September 9th – Specialty Care Center
- September 10th – CCDPH Sites
- September 11th – Woodlawn
- September 18th – Fantus and Vista
- September 19th – Near South
- October 4th – Woody Winston

Joint Commission Preparation

Human Resources Out-patient Services is in the process of preparing for the upcoming Joint Commission Site Visit.

The first phase of this prep consist of pulling files of Fantus staff (approximately 300) and auditing them for completeness and inclusion of current licensure, certification, annual training, performance evaluations, etc.

In phase two we will identify deficiencies and reach out to departments, requesting missing information. We expect that we will be able to begin contacting departments by mid- to late September.

The tracking tool created will be updated regularly and utilized to alert Human Resources of approaching licensure/certification expirations, outdated evaluations, etc., after the site visit is completed.



CHHS Labor Relations

Kevin Frey
Sr. Labor & Employment Counsel

UNION COLLABORATION

- CCHHS, for the first time, held two separate sessions with our Union partners to review CCHHS' proposed budget.
- The Labor Team has been able to negotiate with Local 200 multiple Memorandums of Agreement to ensure that the Pharmacies at Stroger, Provident and Oak Forest are sufficiently staffed to meet the needs of our patients while new staff is being hired and trained.

UNION COLLABORATION (cont.)

- The Labor Team was able to work with NNOC to negotiate a Memorandum of Agreement which resolved 24 separate grievances that were filed in relation to hiring and transfer at Cermak.
- Labor has resumed the standing monthly meeting with NNOC to address any labor relations issues.
- The Labor Team worked with AFSCME to centralize Billing and Coding Functions.